Rhode Island Department of Health LEAN Initiatives

1. Licensing
2. Complaints
3. Data
4. Laboratory Support Functions

Nurse Licensing

Problem to be Solved:

- Improve customer service

- Eliminate process complaints
    - Simplify initial nurse license process
    - Reduce turnaround time

- Create opportunities for staff to focus on forward facing customer service functions
    - Proactive approaches to customer service

Participants in LEAN

- Management
    - Chief of Licensing
    - Program Administrator
    - Director of Nursing
    - Licensing Supervisor

- Front line
    - Data Entry/Processing staff
    - Licensing Staff

- Information Technology
    - Licensing System Administrator
    - Form Developer

- Statute & Regulation Rep

Findings and Future

Current State
(monthly averages)

- Applications received: 183
- Licenses issued: 131
- Time to grant license: 65 days

Number of Steps Involved

- Applicant by Endorsement: 75
- Applicant by Exam: 70

Process

- Paper driven

Future State
(estimated monthly Averages)

- Applications received: no change
- Licenses issued: 175
- Time to grant license: 40 days

Number of Steps Involved

- Applicant by Endorsement: 25
- Applicant by Exam: 30

Process

- On-line

Expected Successes

Customer Benefits

- User-friendly application

- On-line user account

- Real-time updates of an applicant's status

- Digital notifications

- Shorter turnaround times for processing applications

- Digital wallet and wall certificates of licensure

Overall Benefits

- Reduced costs associated with a paper driven system
  - Photocopying, postage, archiving

- Increased staff availability to respond to public inquiries

- Increase in qualified nurses being able to enter RI workforce